UNIVERSITY OF REGINA
INFORMATION SERVICES

UofR QuickGuide
for New Users of Avaya Voice Messaging

Initializing Your Mailbox

You should have received information on what your mailbox # is(same as last 4 digits on your phone) as well as your temporary voicemail password. Please initialize your mailbox so that callers receive your personalized greeting instead of a confusing default message about an uninitialized mailbox.

To initialize your mailbox please follow the steps below:

- dial 4800 (or 585-4800 if you are off campus).
- if you aren't at your personal phone: press * then # or if calling in from an outside line enter just #
- Enter your temporary voice messaging password, and then press the pound key (#).
- Follow the prompts to change your password
- Follow the prompts to record your name.
- Follow the prompts to record your personal greeting.
- When you finish, your mailbox is initialized.

Using Your MailBox

You will find a quick reference guide to using the voicemail system on the next two pages. Note: the UofR does not use Microsoft Outlook so any references to outlook in the quick guides or user manual do not apply. A more detailed Voicemail User's Guide can be found at http://www.uregina.ca/compserv/phone/voicemail/UsingAvayaAuraMessaging.pdf (Chapter 3 does not apply to UofR)

Conversion from Octel Messaging

For users used to the old Octel messaging system please take note of the following significant differences in basic usage:

- Passwords must be 6 characters long and cannot contain repeated digits(1111 for example), a sequence of digits(1234), or your mailbox #.
- The date and time is announced at the start of each message by default. To change this go to the users preference page at https://voicemail.uregina.ca/user/ and login to your voicemail box and select the "*My Phone"* menu on the left and uncheck the" *Announce date and time for each message"* option. You can still press "5" at the end of the message to get date/time information.
- Messages are kept for a maximum of 45 days. Please put an extended absence greeting on for long absences.

VOICE MESSAGING BY PHONE

Reviewing messages

- To review unread messages, press 1 – 1
- To review read messages, press 1 – 2
- To review saved messages, press 1 – 3

Playback controls

- To hear message details, press 5
- To go back to the beginning of a message, press 1 – 1
- To advance to the end of a message, press 3 – 3
- To skip to the next message, press #

Replying to a message

- Reply to a message while reviewing, or at the end of a message, press 8
- Record reply – when finished, press #
- To send, press #

Calling the sender

- Call the sender while reviewing, or at the end of a message, press 8 – 8

Forwarding a message

- Forward a message, at the end of message, press 6
- Record introduction - when finished, press #
- To address message - say or enter recipient
- To send, press #

Sending a new message

- From the Main Menu, press 2
- Record message – when finished, press #
- To address message - say or enter recipient
- To send, press #

Message addressing options

- Say the name of a recipient or distribution list
- Enter a mailbox number or a personal list number
- To spell the name of a recipient or distribution list, press #

Hints and tips

- To get help while using your mailbox, press 0
- To cancel a command or back up one menu, press *
- To bypass a greeting or interrupt a prompt, press #
- To delete a message, press 3 – 3 – 7
- To save a message, press 3 – 3 – 9

FOR MORE INFORMATION

For online help, go to:

http://support.avaya.com/Libraries/Msg/60/user/en-US

VOICE MESSAGING BY OUTLOOK

The UofR does not use Microsoft Outlook. This section and any other references to Outlook in the manuals are not applicable.

USER PREFERENCES

For User Preferences, go to https://voicemail.uregina.ca/user

Managing features

- To enable/disable Notify Me, press 4 – 1 – 1
- To enable/disable Reach Me, press 4 – 1 – 2

Managing administrative options

- To change your password, press 4 – 2 – 1
- To turn the Date and time playback on/off, press 4 – 2 – 4

Managing greetings

- To manage a Personal greeting, press 4 – 3 – 1
- To manage an Extended absence greeting, press 4 – 3 – 2
- To manage a Name, press 3 – 3 – 3

Managing personal greetings

- To manage a Standard system greeting, press 4 – 3 – 1 – 1
- To manage an Away from phone Personal greeting, press 4 – 3 – 1 – 2 – 1
- To manage a Busy greeting, press 4 – 3 – 1 – 2 – 2

AVAYA

Avaya Aura™ Messaging

Quick Reference

UofR Version Nov. 30th, 2010

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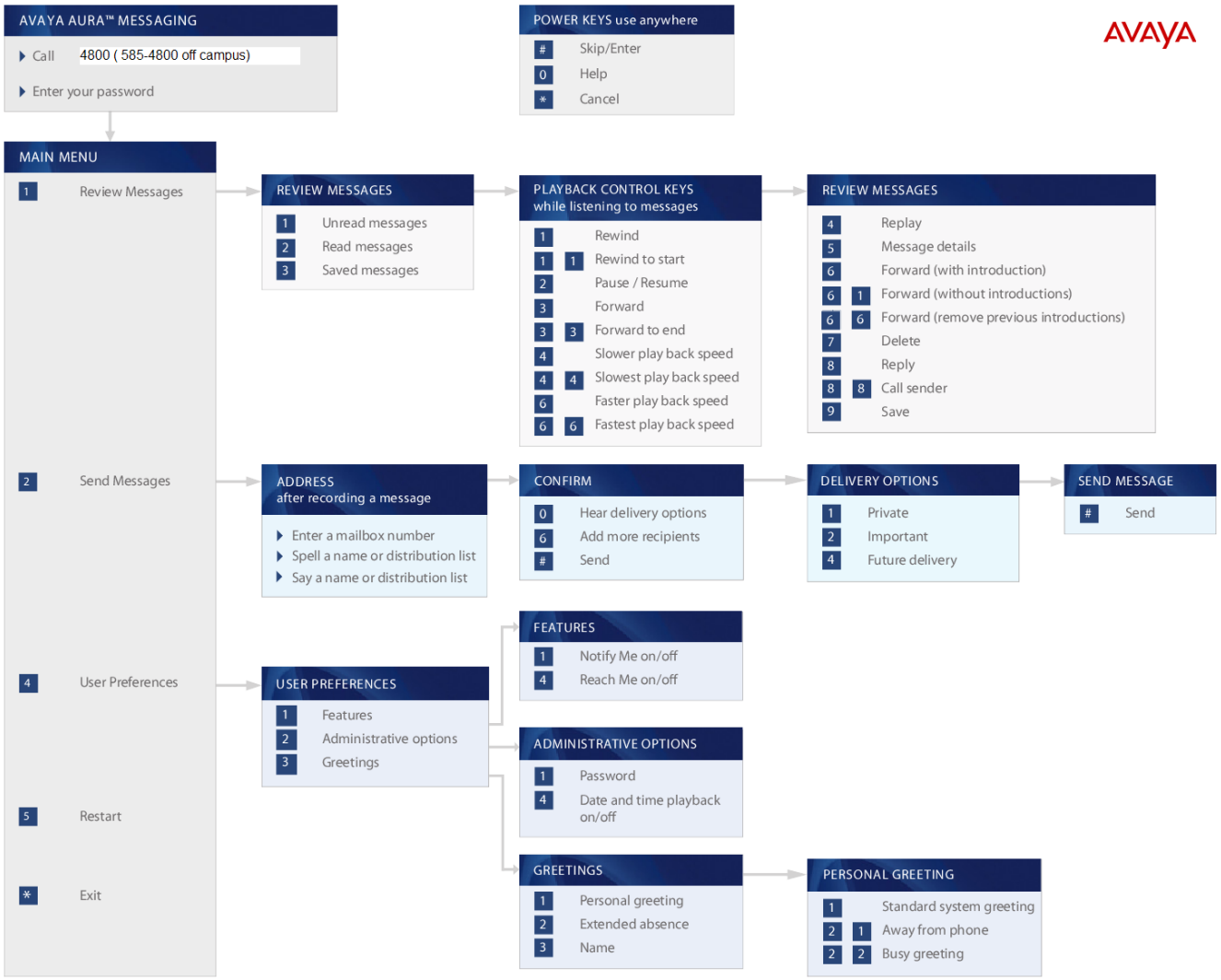

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